

## BOARD OF SUPERVISORS MONTHLY STATISTICAL REPORT



National Night Out



## Progress Report — August 2016

### Priorities

#### Fiscal Responsibility

#### Education

#### Public Safety

#### Infrastructure

#### Economic Development

#### Service Excellence

The **“Summer Heroes”** Summer Food Service Program had a successful first year this summer. The program was available to children under the age of 18, disabled students, and foster children. On Tuesdays, Wednesdays, and Thursdays, from July 6 through August 4, the program served over 1,000 meals to any children who visited. The program was run completely by volunteers from Boy Scout Troop 63, Adventure Girls, and Stafford County Government, under the guidance of the Fredericksburg Regional Food Bank. The goal was to provide meals in an area of the county where a large percentage of the youth rely on free or reduced lunches during the school year with some free meals during the three-month-long summer break. The site was open to all children. No one needed to provide their credentials as free or reduced lunch users/ Parks, Recreation and Community Facilities staff provided fun activities each week.

For more information  
[www.staffordcountyva.gov](http://www.staffordcountyva.gov)

### Accomplishments

Scenes from “The Runner,” original programming from Verizon’s Go90 mobile streaming app, were filmed at the Little Falls boat ramp on July 2. The show was a contest where five teams chased a “runner” coast to coast over 30 days. The prize was \$1million. The show was interactive and viewers could win cash as well. Part of Stafford’s agreement with the movie studio was that a sign be shown clearly, identifying Stafford County. If you visit [The Runner](http://The Runner website) website, and watch the episode featured, you may view the Little Falls scenes approximately 4:53 minutes into the video.



Stafford County won three Achievement Awards from the Virginia Association of Counties. The awards recognize model local government programs.



Stafford won an award for a submission entitled “Select-A-Sport Day.” The Parks, Recreation and Community Facilities department started an annual event where kids can try out multiple different sports to see if they are interested before they sign up. Stafford also won for “Stafford County’s Partner Agency Funding,” a collaborative funding model plan for District 16 localities in response to the Stafford County Human Services Master Plan. The final award came for “Telling the African-American Story,” Stafford’s efforts to more fully tell the story of all its citizens and their rich, diverse history.



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### National Night Out Draws Big Crowd

Crowds thronged the National Night Out held by the Sheriff's Office on Tuesday, August 2, 2016, at Stafford Marketplace. More than 7,500 citizens and visitors attended. The heat did not stop visitors from enjoying free hot dogs, music, canine demonstrations and much more. Visitors showed a lot of interest in PRCF activities, the apparatus brought by the Sheriff's Office and Fire and Rescue and information on the Armed Services Memorial.



### Songfest Sunday Series

The Moonshine band played Celebration Stage in July to the delight of concert goers. The next band up in the series is Red Light Rodeo, on August 21. Red Light Rodeo plays Bluegrass/Alt. Country.



To: Board of Supervisors

From: Shannon Howell  
Public Information Officer

Subject: August Monthly Statistical Report

Date: August 11, 2016

A few notes about this month's report:

- Stafford won three Virginia Association of Counties Achievement Awards. See page 1 for details.
- National Night Out drew more than 7,500 visitors. More information may be found on page 3.
- Read on page 8 about which projects are under design and which are under construction.
- See a list of capital projects on pages 12 through 18.

Please let me know if you have any questions.



### Stafford County Government Social Media June 1 - 30, 2016



#### Facebook

Likes: **4,253** – 49 new likes

Monthly Total Impressions: July, 11,686,055;

Monthly Total Engaged: July, 72,210

Date	Top Posts	Impressions	Reach
7/23/16	Stafford County Summer Food Program Infographic	12,567	6,088
7/20/16	Are you an artist who served in the military or is currently serving? We are looking for you!	12,524	5,796
7/7/16	Stafford County Summer Food Program Infographic	9,198	8,022

*Impressions: The number of impressions seen of any content associated with your page.*

*Engaged: The number of people who engaged with a page. Engagement includes any click or story created.*



#### Twitter

Followers: 4,084 - 77 **new followers**

Retweets: 142

Total impressions earned: **82,800**

Engagement rate: **1.1 %**

Date	Top Tweets	Impressions	Retweets
7/17/16	Clear the Shelter Infographic	4,658	35
7/9/16	Heads up - work tonight and tomorrow night on the Route 610/Route 1 intersection, with mobile lane closures.	2,027	4
7/23/16	Clear the Shelter Infographic	2,258	14

*Tweet - A message posted via Twitter containing 140 characters or less*

*Retweet - When a Twitter user shares another Twitter user's tweet*



## Service Excellence

### *What Our Customers Are Saying About Us*

#### ***Finance***

Deborah Hayes of the Federal Emergency Management Agency wrote an email to compliment Andrea Light of Finance. Andrea helped coordinate Stafford's emergency reimbursement application for the big blizzard this winter. She said Andrea organized everything into logical documents she could work with and ended by saying Stafford was smart for hiring Andrea.

#### ***Team Stafford***

Stafford strives for Excellent customer service within the County organization as well. The Budget Department publishes a comprehensive adopted budget book every summer, listing every department's budget and the types of things they do. They extended their thanks recently to all the employees who assisted in gathering all the numbers needed to complete both the budget and to publish it.

#### ***Public Works and Citizens Assistance***

Ginnie Adams of Public Works and Jeff Shover and Crystal Nicol of Citizens Assistance spend their days answering the questions of citizens via phone and computer. Last month, they had a lot of folks tell them how helpful they are and express their appreciation. One citizen told Ginnie Adams, "I'm so glad you answered the phone. You are so knowledgeable."

The Board of Supervisors has set specific priorities for Stafford County geared toward making our community a high quality place for people to live, work and raise a family. The priorities are Education, Public Safety, Infrastructure, Economic Development and Service Excellence, all encompassed by an overall theme of Fiscal Responsibility and Reducing the Tax Burden.

The priority of Service Excellence is a reflection of the Board's commitment to providing the highest quality of customer service to our citizens, businesses, visitors and all other customers of Stafford County. Stafford employees pride ourselves in going above and beyond to take care of all of our customers. This section reflects examples of how our employees support Service Excellence.



## Financial Report to the Community

### Principles of Responsible and Accountable Government

*Maintain a balanced budget \* Strive to maintain a AAA bond rating \* Fully fund our pension liability including full implementation of the state's pension reform whereby employees pay approximately one-third of their pension costs \* Borrow money only for capital projects and borrow under strict debt limitations \* Maintain Reserves (12% undesignated fund balance; Reserve for capital projects; Rainy Day Reserve (for unforeseen circumstances); Stafford Opportunity Fund (for economic development projects) \* Report to the Board on costs savings and efficiencies \* Estimate revenues very conservatively \* Spend less than adopted budgets \* Maintain lowest per capita expenditures among peer localities \* Monitor expenses and revenues weekly \* Consistently use innovative practices to run government as efficiently as possible \* Provide monthly financial report to the community*

### Savings and Efficiencies

Stafford Utilities and the Regional Landfill continue to partner with each other when possible. Recently, Utilities donated one of their old vehicles to the landfill so they could forego buying a vehicle for use around the landfill. This allowed them to use the funds they had allotted for the vehicle for equipment needs.

### Sign of the Times

Stafford's Economic Development Department had a lot of interest in July. More than 4,394 people are signed up for their e-newsletter, the highest since the beginning of the year, and more than 6,706 people viewed the website.

The Board approved the FY2017 Budget on April 19, 2016.

#### Key Facts

- Maintains lowest cost per capita compared to our six peer localities
- With reassessment, real estate tax lowered to 99 cents, personal property tax rate reduced to \$6.50
- Staffing levels lower than 2006 levels
- Reserves fully funded
- Fully funds SCPC Superintendent's budget and School Board's CIP
- Establishes career firefighter/EMT at every fire station in Stafford County



## In the Pipeline... Projects Coming to You

### 2016

Truslow Road Improvements - Complete	Brooke Point High School Addition
Lake Mooney Park	Colonial Forge High School Addition
Centreport Parkway - Complete	Chichester Park Accessible Playground
Embrey Mill Park Rectangular Field Complex Phase II - Complete	Crow's Nest Nature Preserve – Crow's Nest Road Renovation - Complete
Jeff Rouse Swim and Sport Center - Complete	Route 17 Widening
Poplar Road Improvements, Phase I, Phase II - Complete	Celebrate Virginia Water Tank
Trailblazing Signs Phase I - Complete	Right Turn Lane at Route 1 and Garrisonville Road

### 2017

Warrenton Road Bike Route	Armed Services Memorial
Sanford Drive Waterline Improvement	Garrisonville Road/Onville Road Intersection Improvement
Courthouse Area Water Tank	Garrisonville Road Widening
Mountain View High School Addition	St. Clair Brooks Park Skateboard Park Expansion
New Animal Shelter	Belmont-Ferry Farm Trail, Phase 4, Pratt Park to the Chatham Bridge
Poplar Road Improvements, Phase III	Embrey Mill Park - Two Additional Full-Size Turf Fields
Trailblazing Signs Phase II	

### 2018

Fire & Rescue Station 14	South Stafford Large Waterline Construction
New Anne E. Moncure Elementary School	Embrey Mill Fields Phase III
Courthouse Road/Route 1 Intersection Improvements	Ferry Road/Route 3 Intersection Improvements
Belmont-Ferry Farm Trail, Phase 6, Chatham Bridge to Ferry Farm	Courthouse Road Widening

Projects Under Construction in  
White

State Projects in Pink

Projects Under  
Design in Yellow



Proffers  
Executive Report  
FY 2017

1st Quarter, through July 31, 2016

Project	Schools	Roads	Parks	Libraries	General Gov.	Fire & Rescue	Gov. Center	Landfill	Total Available
Augustine No. Section 5A	3,247	2,434	1	82	119		280	140	6,302
Aquia Town Center Regional Transit		50,000							50,000
Sidewalk property along Onville Rd									0
Brentsmill				5,732	2,017		4,738	533	13,020
Butler Estates - Blake Way				2,035		1,072			3,107
Celebrate Va No Retirement		315,694	88,781	96,932		42,409			543,816
Cranewood	1,541	2,612	43	97	475		232		5,000
Embrey Mill	258,335		(250,000)			18,500			26,835
Shelton Woods	187,922	44,847	155,179						387,947
Southgate	198,000	8,500	7,623	3,490		350,663			568,276
Stafford Nursing Home						36,734			36,734
The Town Center at Aquia	181,958	127,100	145,140	11,972	10,414	15,416			492,000
Walgreens Cool Springs									0
Westgate	95,940	75,084	16,430	3,337	2,920	4,171			197,882
West Hampton Village			1,094	9,899		2,304			13,297
Total active Projects	926,943	626,271	164,290	133,575	15,945	471,269	5,250	673	2,344,216



## Economic Development

In the chart below, “Inputs” represent the interactions Economic Development staff have with citizens and businesses. “Outputs” reflect statistics regarding Stafford County that are reported by external agencies.

### INPUTS

2016 Economic Development Activity Report						
	Site Visits	Walk-ins	Start up packets	E-Newsletter Outreach	Website Views	Social media interactions
January	11	61	74	3,185	4,649	41,862
February	11	58	72	3,819	5,972	49,997
March	12	48	37	3,844	5,137	48,712
April	11	50	66	3,569	5,318	54,696
May	12	45	37	3,746	5,949	56,427
June	12	51	55	4,216	5,992	30,396
July	18	50	65	4,394	6,706	49,516

### OUTPUTS

Quarterly Census of Establishments / Employment / Wages for Stafford County

Year Period	Average Establishments				Average Employment			
			Delta	% Growth			Delta	% Growth
2010 4th Qtr	2,294				35,877			
2014 4th Qtr	2,405	1 year	226	9.4%	40,091	1 year	1,721	4.3%
2015 4th Qtr	2,631	5 year	337	14.7%	41,812	5 year	5,935	16.5%

		Average Weekly Wage			
Year	Period			Delta	% Growth
	2010 4th Qtr	\$888			
	2014 4th Qtr	\$920	1 Year	40	4.4%
	2015 4th Qtr	\$960	5 Year	72	8.1%

Monthly Unemployment	
Period	Unemployment Rate (%)*
Jun-11	6.5
Jun-15	4.8
Jun-16	4.0

Commercial Vacancy Rates – 2Q16			
	2Q16 **	1 yr trend	5 yr trend
Office	17.5%	→	↑
Industrial	6.8%	→	↓
Retail	4.2%	↓	↓

Source: VEC/Labor Market Statistics, Covered Employment and Wages Program (lags 2 Qrts behind)

\*Source: LAUS Unit and Bureau of Labor Statistics

\*\* Source: CoStar

NOTE: Updated April, June, October and January with calendar year investment and square footage data included in every January report.



On September 1, 2015, the Board of Supervisors adopted the 2015 Economic Development Strategic Plan update. This Plan replaced the 2006 Economic Development Strategic Plan and the Economic Development 10-Point Plan. This monthly report is based upon the goals and recommendations of the 2015 Plan. A sample of progress toward goals is below:

**Goal 1: Continue to expand business growth and employment becoming a more progressive center of employment within the greater Washington DC Metropolitan Area.**

- Met with Stafford Soccer to discuss sports tourism.
- Met with Parks and Recreation to further sports tourism efforts.
- Met with Adventure Brewing to discuss bringing Oktoberfest to Stafford County.
- Connected with Han's Finishing. They completed their build-out for millwork and cabinet finishing on International Parkway.

**Goal 2: Accelerate infrastructure upgrades serving critical commercial and industrial sites.**

- New prospect requests Centreport utilities infrastructure.
- Virginia received \$165 million to redevelop the I-95 corridor as part of \$1.6 billion project.

**Goal 3: Continue to seek new and upscale retail and restaurants within the County both to attract new development and to enhance the quality of life of County residents.**

- Met with a prospect interested in opening new brewery in Stafford.
- GAM Stafford plans a 500,000 square foot commercial development in the Centreport area.
- Playday Inc. will hold a ribbon cutting on August 13, 2016 on Susa Road in the Aquia District.

**Goal 4: Continue to build and support technology and entrepreneurship growth and fully support the STRC Initiative to retain and grow high-tech jobs and businesses.**

- Met with an existing defense contractor to review services.
- Met with an existing business developing data centers.
- Funding received for the Stafford Technology and Research Park (STRP).
- First round of interviews complete for the STRP Office Manager position.
- First round of interviews being scheduled for the STRP Executive Director position.



**Goal 5: Continue Redevelopment Area programs focusing on creating a sense of place.**

- Met with Lavender Heights Bed and Breakfast to discuss marketing options for her business.
- Continue to meet with those involved with the Counting House.

**Goal 6: Leverage and grow the medical/allied health care base.**

- Met with a land owner interested in bringing a new healthcare clinic to Stafford County.

**Goal 7: Focus the County's objectives and continue to be more proactive in building an enviable community.**

- Spoke with staff from Friends of Stafford Civil War Sites to discuss future incentives to improve the Visit Fred website.
- Worked with Grapes and Grains as well as the Golf Co-Op to improve their websites and social media efforts.

**Goal 8: Promote economic development and business expansion while living the Comprehensive Plan's vision of preserving rural land outside of the growth area.**

- Met with a prospect interested in bringing a museum project to Stafford County.
- Met with a tourism prospect about a sports related venue.

**Goal 9: Consider available and appropriate riverfront areas in the County for compatible commercial development.**

- Met with a tourism prospect about a new destination project.

**Goal 10: Continue progress improving the overall development review and permitting processes, keeping taxes low, in an effort to further our "business friendly community" goals.**

- Assisted nine companies through the permitting process.



## Capital Projects Update

PROJECT	Poplar Road & Mountain View Road Intersection Safety Improvements Design Phase III
Description	Safety improvements on Poplar Road at the intersection of Mountain View Road and south of the intersection of Poplar Road (A 2008 Transportation Bond Referendum Project)
Budget Amount	\$1,500,000
Projected Completion Date	October 2017
Recent Activity	Project will be broken into two phases and VDOT is completing the design. Staff continued to work with property owners to finalize right-of-way and easement acquisition. A public hearing is scheduled for August 16 to consider condemnation for three properties.
PROJECT	Brooke Road Safety Improvements
Description	Safety Improvements on Brooke Road Between Eskimo Hill Road and Stagecoach Road (A 2008 Transportation Bond Referendum Project)
Budget Amount	\$6,500,000
Projected Completion Date	December 2018
Recent Activities	Dominion Virginia Power has finished its relocation efforts. A surveyor staking Verizon relocations prior to moving utilities. Received the signed Memorandum of Understanding for the fiber optic relocation from Stafford Hospital. A public hearing is scheduled for August 16 to consider condemnation for three properties.




## Capital Projects Update

PROJECT	Wayfinding Signs System Phase II
Description	Working with Economic Development staff to place trailblazer signs throughout the County. (A 2008 Bond Referendum Project)
Budget Amount	\$296,000 for engineering; \$160,000 for fabrication and installation
Projected Completion Date	July 2016 (Phase II-A)
Recent Activity	All signs for Phase II-A have been installed. Engineers continue with site plan design on the Phase II-B signs for Route 17 and around the Falmouth intersection.



## Capital Projects Update

PROJECT	Garrisonville Road Widening
Description	Design and construction of project under the Public Private Transportation Act. The Garrisonville Road improvements are between Onville Road and Eustace Road. (A 2008 Transportation Bond Referendum Project)
Budget Amount	\$13,765,478
Projected Completion Date	June 2017
Recent Activity	VDOT approved final construction plans. Dominion Power relocating utilities. Comcast utility relocations to follow upon completion of Dominion relocations.
PROJECT	Truslow Road Reconstruction
Description	Design and construction of project under the Public Private Transportation Act. The Truslow Road improvements are between Plantation Drive and Berea Church Road. (A 2008 Transportation Bond Referendum Project)
Budget Amount	\$7,383,000
Projected Completion Date	June 2016
Recent Activity	All construction work has been completed/ There are administrative items that are being addressed with VDOT.
	



PROJECT	Celebrate Virginia Water Tank
Description	Construction of a one million gallon elevated water tank on Greenbank Road in Celebrate Virginia near Banks Ford Parkway to replace the existing Berea Tank at Dominion Virginia Power.
Project Budget Amount	\$2.5M
Current Projected Completion Date of Project	September 2016
Recent Activity	The construction of the pedestal is complete. The dome placement (top concrete plate on which the water will reside) is complete. The tank (bowl) fabrication, which will hold the water, is complete and the exterior painting is complete. The bowl was raised August 10, 2016. The project remains on schedule.



*Tank bowl ready for hoisting*



PROJECT	Sanford to Olde Forge Water Line (342 Phase II)
Description	Construction of approximately 16,000 linear feet of 30-inch diameter waterline from the intersection of Greenbank Road and Sanford Drive to the Olde Forge neighborhood.
Project Budget Amount	\$4.6 M
Current Projected Completion Date of Project	September 2016
Recent Activity	The pipe work in Rappahannock Landing, under I-95, along Sanford Road and from I-95 to Musselman Road has been completed. Final pipe installation along England Run should be complete by August 2016, then pressure testing and flushing the line will commence.



*Pipe ready for installation along England Run.*



PROJECT	Austin Run Sanitary Sewer & Pump Station Replacement
Description	The existing pump station is near capacity and has experienced several overflows over the past five years. The equipment in the pump station is antiquated and in disrepair. The pump station is scheduled to be replaced with a state of the art screw pump system with all the appropriate piping to position the pump station adjacent to Aqua Wastewater Treatment Facility. The close proximity of the pump station to the wastewater facility will save the county a considerable amount of energy and money.
Project Budget Amount	\$5.2M
Current Projected Completion Date of Project	December 2016
Recent Activity	Staff is continuing to work with the contractor and design engineer on sewer lines that were installed incorrectly. Hydraulic analysis indicated that installed lines will function, with modifications/conditions, within tolerances for sewer lines. The contractor is expected to resume work once adjusted plans are approved. Staff expects the contractor to provide plans to VDOT for road work this month.



*Traffic warning signs in place for damaged roadway.*



## Capital Projects Update

PROJECT	Route 1 North Sewer Line
Description	Approximately 4,400 feet of 18-inch gravity sewer along and parallel to Route 1 will replace deteriorated gravity sewer and provide additional capacity to move wastewater from the northern part of the county toward the Aquia Creek PS at Route 1 and Telegraph Road.
Project Budget Amount	\$4.15M
Completion Date of Design Phase	Fall 2014
Current Projected Completion Date of Project	<del>December 2016</del> –September 2017 (delay caused by complications during planning process and easement acquisition)
Recent Activity	This project has been approved for construction by the Board of Supervisors. Pipe is on order and construction is expected to start in September. A partial notice to proceed for August 7, 2016, has been provided to the contractor so they can move forward with material submittals. A full notice to proceed is scheduled for September 19, 2016.
PROJECT	Claiborne Run Sewer Interceptor Replacement Project
Description	Replace 2,500 feet of the existing Claiborne Run gravity sewer interceptor with a 42" line to accommodate future flows and replace current line that is at the end of its useful life.
Project Budget Amount	\$2.8M
Current Projected Completion Date of Project	<del>December 2016</del> –December 2017 (Delay due to lack of bids which will require rebidding)
Recent Activity	This project was advertised however the bids came in well over budget. The project will be revised to reduce contractor risk and will be re-advertised this fall for a spring 2017 construction.



## Capital Projects Update

PROJECT	Centreport Sewer Extension Project
Description	Construct 2,000 feet of sewer line to connect the Centreport area to the existing system. This will allow development of the Centreport area.
Project Budget Amount	\$800,000
Current Projected Completion Date of Project	<del>December 2016</del> November 2017 (Delay due to lack of bids which will require rebidding)
Recent Activity	This project was advertised for construction and received a single bid that was above budget/ This project will also be advertised again this winter for a spring construction.

### Pump and Haul Report

Stafford County has a policy of providing pump and haul services to provide sewer service to existing residences when there are no feasible alternatives for repair or replacement of failed on-site sewage disposal systems and it is not cost-effective to extend public sewer. This allows the County to address potential public health problems caused by malfunctioning on-site disposal systems. This monthly report tracks the numbers of both subsidized and non-subsidized customers.

Pump and Haul Customers		
	May 2016	June 2016
<b>Subsidized</b>	23 (3 temporary)	23 (3 temporary)
<b>Non-subsidized</b>	22	22



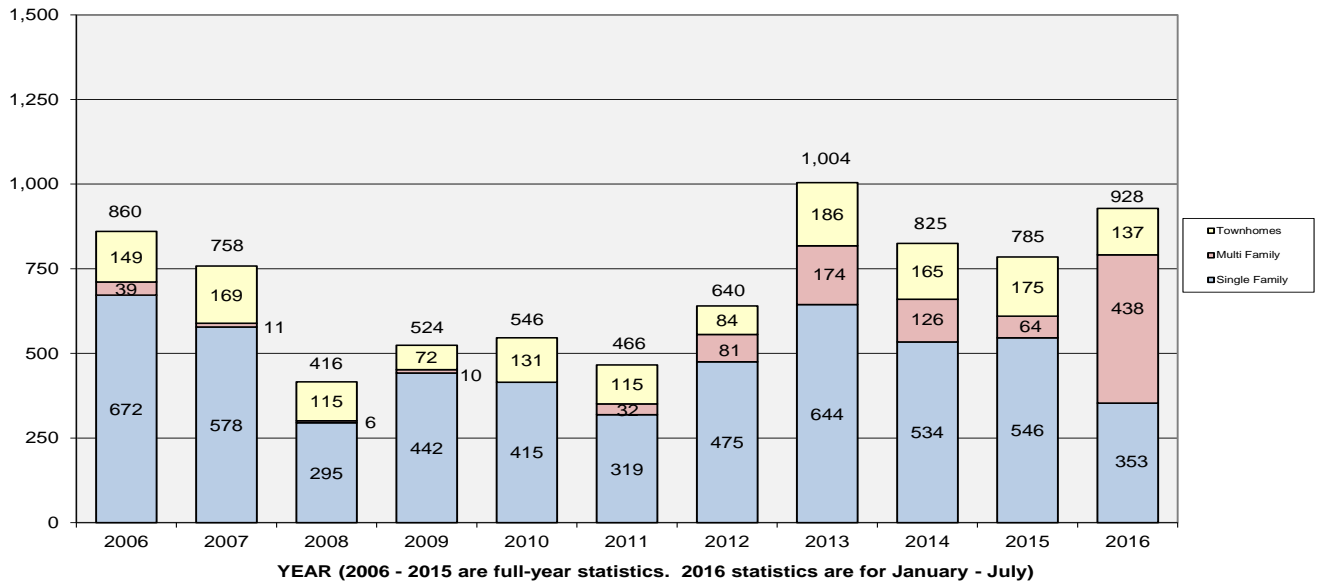
### PERMIT ACTIVITY REPORT

July 2016

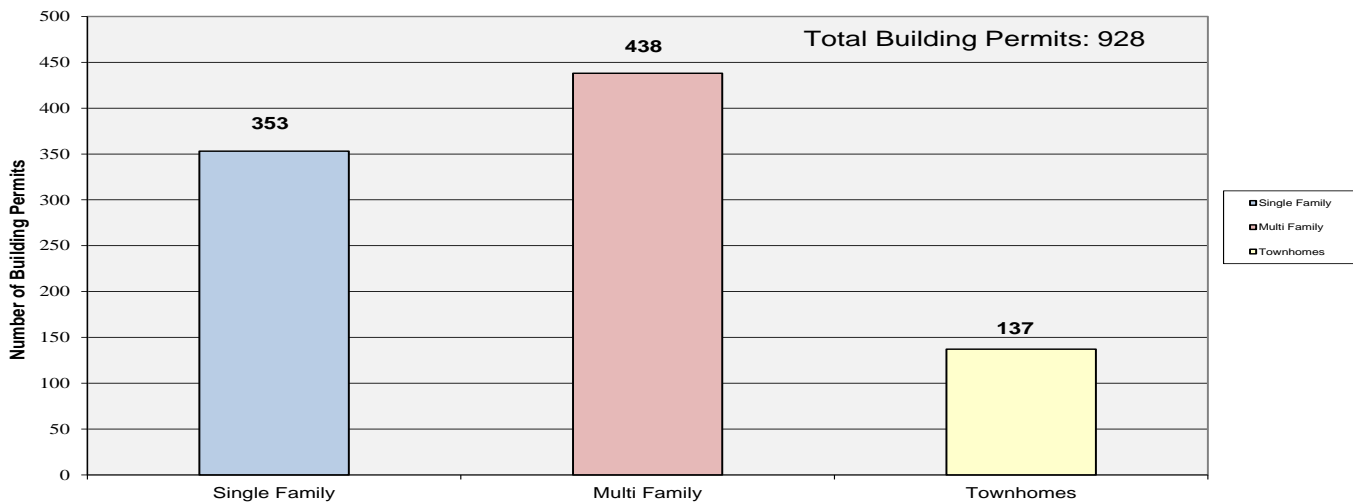
	Month			Year-to-Date		
PERMIT ACTIVITY			Percent	YTD	Previous YTD	Percent
	July 2016	July 2015	Change	1/1/16-7/31/16	1/1/15-7/31/15	Change
<b>PERMITS ISSUED</b>	681	470	45	3,409	2,642	29
CONSTRUCTION VALUE	\$42,441,030	\$21,319,803	99	\$228,863,100	\$158,900,545	44
FEES	\$271,249	\$249,995	9	\$1,621,672	\$1,340,692	21
<b>NEW CONSTRUCTION</b>						
<b>RESIDENTIAL</b>						
SINGLE-FAMILY DWELLINGS	62	34	82	353	309	14
TOWNHOUSE/DUPLEX DWELLINGS	17	19	(11)	137	110	25
MULTI-FAMILY DWELLINGS (Apartments and Condominiums)	120	10	1,100	438	20	2,090
TOTAL HOUSING UNITS	199	63	216	928	439	111
CONSTRUCTION VALUE	\$33,385,907	\$12,522,791	167	\$153,826,372	\$103,084,733	49
<b>COMMERCIAL</b>						
COMMERCIAL	0	0	0	30	7	329
CONSTRUCTION VALUE	\$0	\$0	0	\$23,407,348	\$7,251,207	223
<b>ADDITIONS/ALTERATIONS</b>						
RESIDENTIAL	316	248	27	1,634	1,447	13
COMMERCIAL	166	159	4	817	749	9
CONSTRUCTION VALUE	\$9,055,123	\$8,797,012	3	\$51,629,380	\$48,564,605	6
<b>CERTIFICATES OF OCCUPANCY</b>						
SINGLE-FAMILY DWELLINGS	42	48	(13)	307	269	14
TOWNHOUSE/DUPLEX DWELLINGS	20	11	82	113	98	15
MULTI-FAMILY DWELLINGS (Apartments and Condominiums)	78	4	1,850	134	25	436
NEW COMMERCIAL	1	1	0	9	3	200
COMMERCIAL CHANGE	7	7	0	54	57	(5)



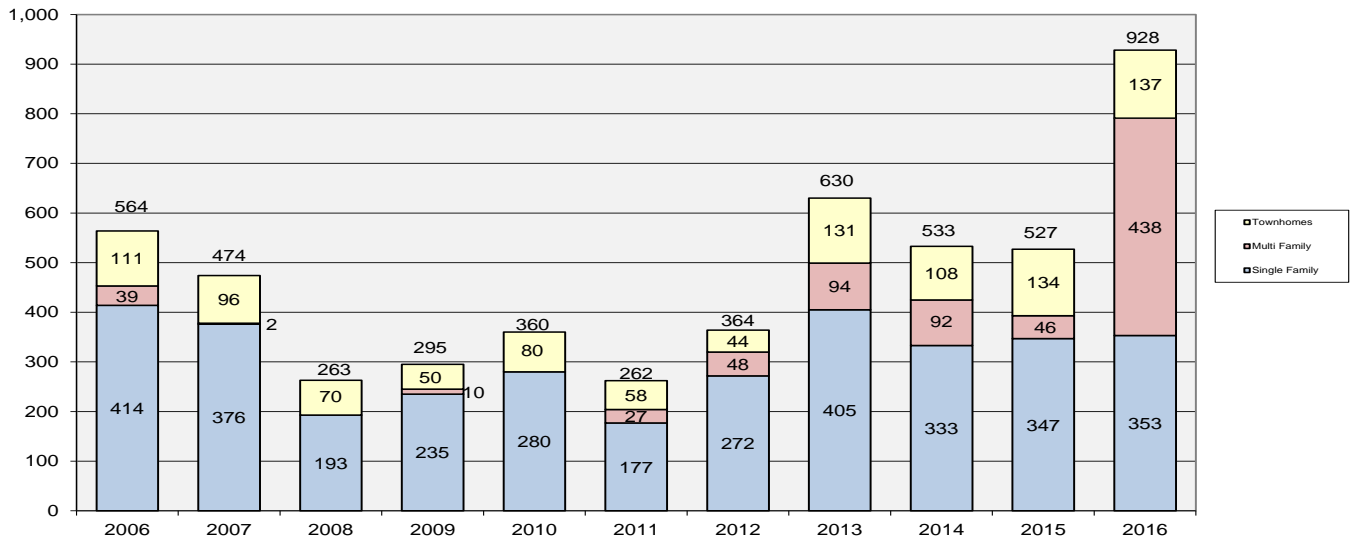
### HISTORY OF BUILDING PERMITS ISSUED 2006 - 2016 Full-Year Statistics



### BUILDING PERMITS ISSUED THROUGH July 2016

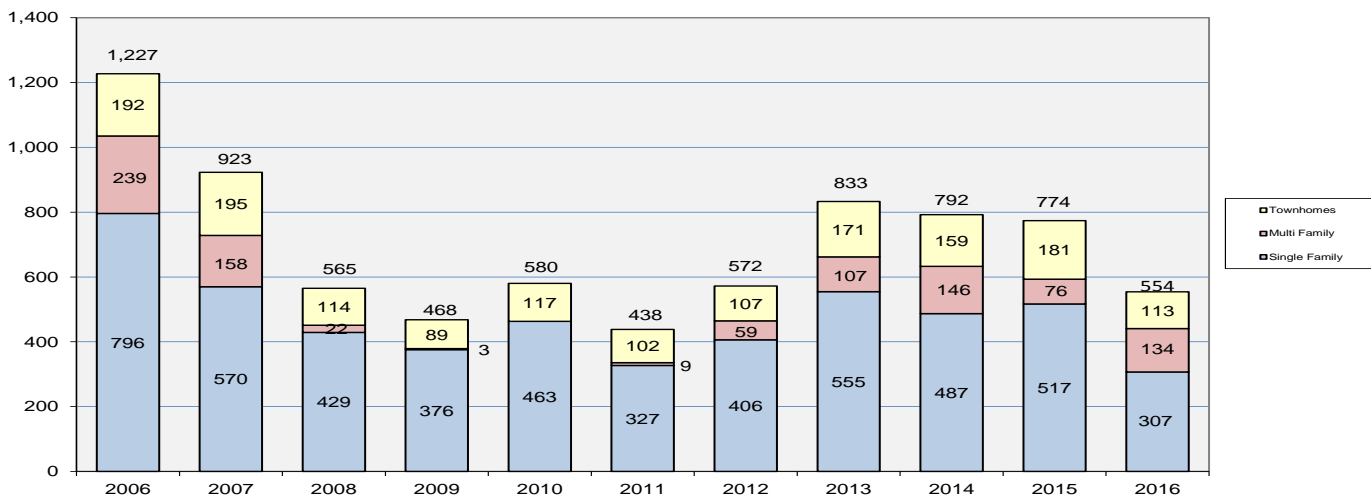


### HISTORY OF BUILDING PERMITS ISSUED 2006 - 2016 January - July Each Year



YEAR (2006 - 2016 year statistics for January - July)

### HISTORY OF OCCUPANCY PERMITS ISSUED 2006 - 2016 Full-Year Statistics

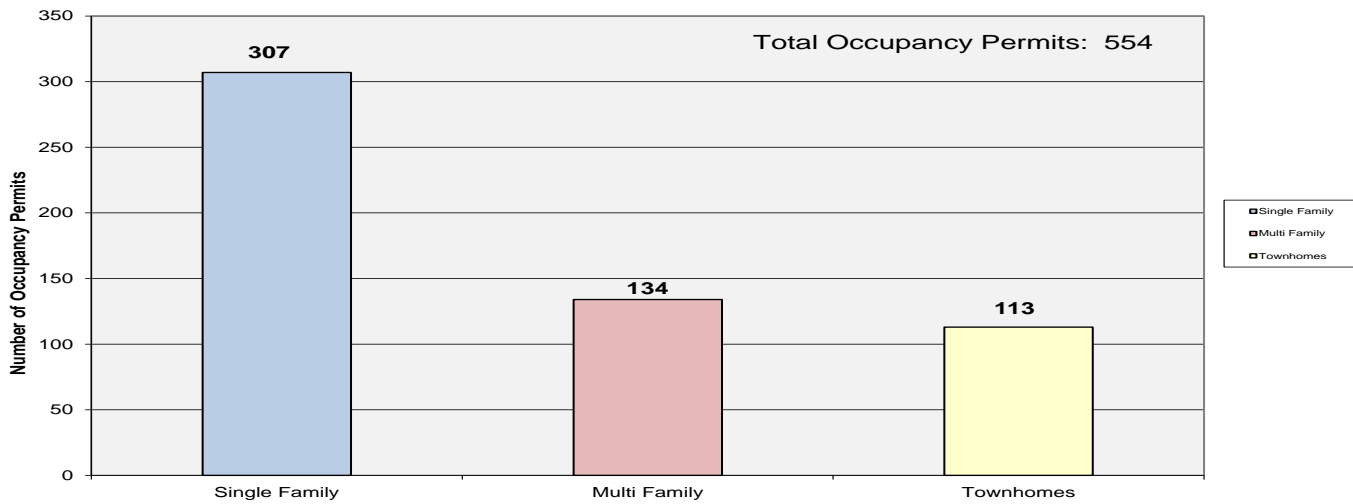


YEAR (2006 - 2015 are full-year statistics. 2016 statistics are for January - July)

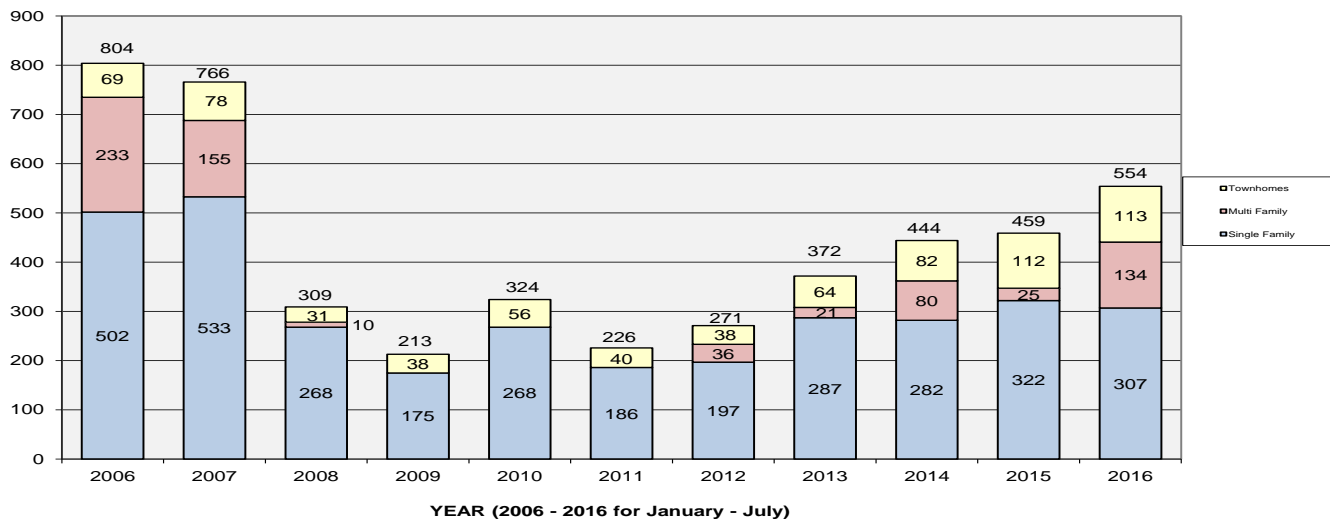


## Permits

**OCCUPANCY PERMITS ISSUED THROUGH July 2016**



**HISTORY OF OCCUPANCY PERMITS ISSUED  
2006 - 2016  
January - July**



## Planning and Zoning Update

### PLANNING AND ZONING SUBMITTALS AND APPROVALS JULY 2016

SUBDIVISION PLANS			
ITEM	DESCRIPTION	ACTION	ELECTION DISTRICT
<b>Submittals</b>			
BROOKE POINT ESTATES	Final subdivision plat creating 23 single family residential lots on 73.34 acres zoned A-1	7/29	Aquia
CRANES CORNER IND PK	Boundary line adjustment for 2 non-residential lots on 2.66 acres zoned B-2	7/28	Falmouth
FERRIGNO	Final subdivision plat creating 2 single family residential lots on 3,15 sq. ft. zoned R-1	7/26	Aquia
LIBERTY KNOLLS WEST	Final subdivision plat creating 51 single family residential lots on 30.24 acres zoned A-1	7/22	Garrisonville
SHELTON WOODS	Construction plan revision changing right of way to a turnaround easement on 23.0 acres zoned R-1	7/22	Rock Hill
ISRAEL ROSA	Boundary line adjustment for 2 single family residential lots on 0.86 acres zoned R-1	7/19	Falmouth
GRANVILLE ESTATES	Construction plan creating 50 single family cluster residential lots on 232.93 acres zoned A-1	7/11	Falmouth
BROOKS ROUHANI	Boundary line adjustment for 2 single family residential lots on 9,500 sq. ft. zoned R-1	7/8	George Washington
LIFECARE MEDICAL TRANSPORT	Dedication of water, sewer and storm drainage easements on 15.03 acres zoned M-1	7/7	George Washington
<b>Approvals</b>			
HIDDEN LAKE SEC 2	Boundary line adjustment between 3 single family residential lots on 9.53 acres zoned A-1	7/29	Rock Hill
HELMKE	Consolidation plat for 3 single family residential lots on 6.4 acres zoned A-1	7/26	Aquia
AQUIA OVERLOOK SEC 3	Grading plan for 18 single family residential lots on 9.9 acres zoned A-1 & A-2	7/25	Aquia
POPLAR VALLEY EST	Minor subdivision plat creating 5 single family residential lots on 66.11 acres zoned A-1	7/14	George Washington
STAFFORD HEIGHTS SEC 1	Consolidation plat for 2 single family residential lots on 3.22 acres zoned A-2	7/14	Aquia
AQUIA OVERLOOK SEC 4	Construction plan creating 14 single family residential lots on 23.25 acres zoned A-2	7/11	Griffis-Widewater
WOOD LANDING	Dedication of a storm drainage easement on 2 single family residential lots on 6.86 acres zoned A-1	7/6	George Washington
AMERICAN LEGION POST 290	Dedication of storm drainage and water easements and right of way dedication on 28.85 acres zoned A-1	7/5	Hartwood



## Planning and Zoning Update

SITE PLANS			
ITEM	DESCRIPTION	ACTION	ELECTION DISTRICT
<b>Submittals/Approvals</b>			
LIFECARE MEDICAL TRANSPORT	Zoning as-built on 15.03 acres zoned M-1	Submitted 7/28	George Washington
AQUIA TOWNE CENTER	Site plan revision for road improvements and revised building square footage on 24.96 acres zoned B-2	Submitted 7/28	Aquia
STAFFORD OAKS PUMP STATION	Infrastructure plan replacing an existing pump station on 0.42 acres zoned R-2	Submitted 7/22	Aquia
THE GARRISON AT STAFFORD	Grading plan constructing a storm water facility to accommodate future commercial development on 28.80 acres zoned P-TND	Submitted 7/20	Garrisonville
ANIMAL SHELTER	Major site plan constructing a 17,218 sq. ft. animal shelter on 8.6 acres zoned B-3	Submitted 7/20	Hartwood
RAPPAHANNOCK LANDING	Zoning as-built for a clubhouse on 1.99 acres zoned R-2	Approved 7/14	George Washington
FALMOUTH ELEMENTARY SCHOOL	Infrastructure plan adding a turn lane into on 41.5 acres zoned A-1	Approved 7/11	Falmouth
OTHER			
ITEM	DESCRIPTION	ACTION	ELECTION DISTRICT
<b>Submittals/Approvals</b>			
WINE & DESIGN	Certificate of Appropriateness to install signs on 8,756 sq. ft. zoned B-2	Submitted 7/27	George Washington
STAFFORD FIRE & RESCUE #14	Perennial flow determination on 4.7 acres zoned A-1	Submitted 7/20	Rock Hill
THOMASSEN PIER AND BOATHOUSE	Wetlands permit for the construction of a pier with a covered boat lift, uncovered boat slip and two docking platforms on 6.86 acres zoned A-2	Submitted 7/19	Aquia
PARK RIDGE COMMERCIAL	Perennial flow determination on 9.2 acres zoned B-2	Submitted 7/19	Garrisonville
RICHARDS MILL SUBDIVISION	Perennial flow determination on 27.55 acres zoned A-1	Submitted 7/19	Hartwood
SPARTAN OAKS OVERLOOK	Perennial flow determination on 60.00 acres zoned A-1	Submitted 7/18	Aquia
SPARTAN OAKS	Perennial flow determination with no changes to the Resource Protection Area on 49.87 acres zoned A-1	Approved 7/12	Aquia
BROOKS PARK	Certificate of Appropriateness to install a fence on 12 acres zoned R-1	Submitted 7/8	George Washington



## Planning and Zoning Update

ZONING			
ITEM	DESCRIPTION	ACTION	ELECTION DISTRICT
<b>Zoning Inspections</b>			
Conducted	47	n/a	Various
Cited	27	n/a	Various
Other	29	n/a	Various
<b>Zoning Permits</b>			
Commercial New	3	n/a	Various
Commercial Change	27	n/a	Various
Residential New	122	n/a	Various
Residential Change	117	n/a	Various
Signs	10	n/a	Various
Daycare	0	n/a	Various
Home Occupancy Home Business	15	n/a	Various
Temporary Structure	1	n/a	Various
Demo	0	n/a	Various
Retaining Walls	7	n/a	Various
<b>Zoning Verifications</b>	3	n/a	Various
<b>Zoning BZA</b>			
AQUIA ARMS	Special Exception to allow a home business for the sale of firearms and firearm accessories on 21,506 sq. ft. zoned R-1	Submitted 7/22	Aquia



## Planning and Zoning Update

LOT GRADING PLANS			
Subdivision or Tax Id	Number of lots	Action	Election District
Leeland Station, Sec. 7B	2 single family residential lots	7/1 & 7	Falmouth
Leeland Station, Sec. 7A	5 single family residential lots	7/1, 14, 22 & 25	Falmouth
Embrey Mill, Sec. 3	10 single family residential lots	7/5, 6, 8, 12, 18 & 29	Garrisonville
Ellison Estates, Sec. 1	1 single family residential lot	7/5	Hartwood
TM: 22-77P	1 single family residential lot	7/5	Griffis-Widewater
Hartwood Landing	2 single family residential lots	7/5 & 7	Hartwood
Colonial Forge, Sec.8	5 single family residential lots	7/5	Hartwood
Hills of Aquia, Sec. 6	2 single family residential lots	7/6 & 26	Aquia
Estates at Rocky Pen	1 single family residential lot	7/6	Hartwood
Hills of Aquia, Sec. 7	5 single family residential lots	7/6, 15, 20 & 22	Aquia
Oakley Farms, Sec. 2	1 single family residential lot	7/7	Hartwood
TM: 18-17F	1 single family residential lot	7/7	Rock Hill
Oaks at Highland Homes	3 single family residential lots	7/7 & 12	Falmouth
Southgate, Sec. 1C	4 single family residential lots	7/7, 13, 18 & 20	Falmouth
Taverngate, Sec. 2	1 single family residential lot	7/12	Hartwood
River Creek, Sec. 2	1 single family residential lot	7/12	George Washington
Poplar Hills, Sec. 5A	1 single family residential lot	7/12	Aquia
Beach Property	1 single family residential lot	7/12	Hartwood
Colonial Forge, Sec.2C	4 single family residential lots	7/14, 21, 22 & 26	Hartwood
Celebrate Virginia North, Sec. 3A1	2 single family residential lots	7/14 & 21	Hartwood
Celebrate Virginia North, Sec. 3A2	3 single family residential lots	7/14, 21 & 25	Hartwood
Stafford Landing, Sec. 1	2 single family residential lots	7/15 & 18	Falmouth
TM: 57-1D	1 single family residential lot	7/19	George Washington
The Glens, Sec. 10	1 single family residential lot	7/19	Rock Hill
TM: 55X-2	1 single family residential lot	7/19	George Washington
Embrey Mill, Sec. 1	1 single family residential lot	7/20	Garrisonville
Embrey Mill, Sec.2	1 single family residential lot	7/20	Garrisonville
Celebrate Virginia North, Sec. 3B2	1 single family residential lot	7/22	Hartwood
Celebrate Virginia North, Sec. 7A	4 single family residential lots	7/22	Hartwood
Poplar Estates, Sec. 2	2 single family residential lots	7/25	Hartwood
TM: 60-50	1 single family residential lot	7/25	George Washington
Stafford Heights, Sec. 1	1 single family residential lot	7/26	Aquia
Westgate at Stafford Courthouse	1 single family residential lot	7/29	Garrisonville
<b>TOTAL</b>	<b>73 total single family residential lots</b>		



## Rappahannock Regional Landfill

July 2017 Totals of Road-Side Trash Pick-Up	
Date	Weight (pounds)
Week of 1 – 2	2960
Week of 4 – 9	9060
Week of 11 – 16	15940
Week of 18 – 22	9540
Week of 25 – 30	9540
<b>TOTAL</b>	<b>47,040</b>

Work is backed by scale tickets.  
Total includes signage pickup.





*July's report, including the five-year look back comparison includes data on all incidents where the final disposition of the incident was that the department arrived on scene/*

Summary Incident Statistics						
	July 2016	Jan – July 2016	Jan – July 2015	Jan – July 2014	Jan – July 2013	Jan – July 2012
<b>Arrived on-scene calls</b>	<b>1,555</b>	<b>9,932</b>	<b>9,939</b>	<b>10,042</b>	<b>9,864</b>	<b>9,663</b>
Responses in excess of eight minutes	479	3,182	3,040	3,023	2,505	2,471
Percentage of responses under eight minutes (All Responses)	69%	68%	69%	70%	75%	74%
Percentage of responses under eight minutes (Emergency – Priority 1 Only)	64%	66%	64%	69%	68%	70%

Non-Emergency Activity		
	July 2016	Jan – July 2016
Training Hours	2,742	21,283
Pre-Plans of Business / Buildings	23	102
Public Education Hours/ Students	303 / 28	445 / 1,451
Community Outreach Sessions	141	1,085
Special Project Hours	587	4,468



## Fire and Rescue Department

Incident by Nature						
	July 2016	Jan – July 2016	Jan – July 2015	Jan – July 2014	Jan – July 2013	Jan – July 2012
Emergency Medical Calls	831	5,738	5,523	5,368	5,109	5,176
Fire Calls	212	1,354	1,438	1,376	1,337	1,459
Vehicle Accident Calls	149	971	955	960	1,058	967
Technical Rescue Calls	11	57	40	44	56	56
Service Calls	352	1,812	1,983	2,294	2,304	2,005
<b>Arrived on-scene calls (TOTAL)</b>	<b>1,555</b>	<b>9,932</b>	<b>9,939</b>	<b>10,042</b>	<b>9,864</b>	<b>9,663</b>

Emergency Medical Services Summary						
	July 2016	Jan – July 2016	Jan – July 2015	Jan – July 2014	Jan – July 2013	Jan – July 2012
Total Encounters	838	6,445	5,634	5,606	5,559	6,335
Patients Dead at Scene	11	59	46	48	48	38
Patient Refusals Obtained	137	1,053	932	938	1,046	1,731
Transferred to another Unit/POV	1	3	3	3	5	10
Transports Provided	689	5,327	4,653	4,617	4,450	4,556
Destination MWH	359	2,880	2,568	2,516	2,432	2,356
Destination Stafford	321	2,376	2,016	2,046	1,948	2,094
Other Destination	9	68	63	55	70	106



### Fire Marshal Activity

	July 2016	Jan – July 2016	Jan – July 2015	Jan – July 2014	Jan – July 2013	Jan – July 2012
Fire Marshal Office Responses	45	144	180	151	157	247
Inspections	386	1,515	2,241	2,216	2,490	2,346
Plan Reviews	75	303	325	231	249	270
Fire Investigations	5	46	41	45	40	47

### Response Times of Less Than Eight Minutes by First Due Emergency – Priority 1 Calls

	July 2016	Jan – July 2016	Jan – July 2015	Jan – July 2014	Jan – July 2013	Jan – July 2012
Zone 1: Falmouth	65%	70%	71%	69%	76%	76%
Zone 2: Stafford	72%	72%	71%	70%	83%	79%
Zone 3: Widewater	7%	23%	24%	13%	22%	33%
Zone 4: Mountain View	53%	58%	58%	58%	80%	62%
Zone 5: Brooke	46%	50%	56%	44%	40%	54%
Zone 6: Hartwood	58%	43%	34%	39%	49%	51%
Zone 7: White Oak	56%	57%	54%	57%	49%	64%
Zone 8: Rockhill	44%	45%	56%	45%	29%	29%
Zone 9: Aquia	70%	70%	71%	71%	76%	81%
Zone 10: Potomac Hills	66%	70%	74%	72%	80%	79%
Zone 12: Berea	70%	67%	71%	66%	70%	70%
Zone 14: North Stafford	71%	68%	73%	75%	76%	69%
Mutual Aid Provided	24%	29%	31%	39%	63%	40%



## Fire and Rescue Department

### Volunteer Staffing By Station (FIRE)

	July 2016	Jan – July 2016	Jan – July 2015	Jan – July 2014	Jan – July 2013	Jan – July 2012
Zone 1: Falmouth	66%	75%	83%	94%	98%	100%
Zone 2: Stafford	61%	69%	61%	71%	89%	94%
Zone 3: Widewater	12%	15%	10%	13%	13%	15%
Zone 4: Mountain View	0%	0%	0%	2%	3%	0%
Zone 5: Brooke *	0%	3%	16%	8%	7%	11%
Zone 6: Hartwood	0%	21%	30%	39%	47%	67%
Zone 7: White Oak	33%	34%	5%	19%	18%	43%
Zone 8: Rockhill	51%	55%	90%	57%	24%	25%
Zone 10: Potomac Hills	0%	3%	6%	20%	28%	31%

\* Includes supplemental staffing provided by OPS 5

### Volunteer Staffing By Station (EMS)

	July 2016	Jan – July 2016	Jan – July 2015	Jan – July 2014	Jan – July 2013	Jan – July 2012
Zone 1: Falmouth	0%	0%	3%	7%	4%	3%
Zone 2: Stafford	0%	0%	5%	17%	37%	25%
Zone 3: Widewater	0%	1%	0%	0%	2%	4%
Zone 4: Mountain View	9%	10%	14%	14%	15%	5%
Zone 5: Brooke	1%	2%	3%	6%	1%	1%
Zone 6: Hartwood	8%	10%	4%	1%	2%	4%
Zone 7: White Oak	6%	5%	6%	5%	3%	4%
Zone 8: Rockhill	27%	28%	30%	34%	31%	30%
Zone 9: Aquia	35%	35%	20%	31%	30%	31%
Zone 10: Potomac Hills	0%	0%	0%	0%	1%	4%
Zone 12: Berea	4%	6%	4%	14%	56%	0%





This report summarizes the activities for five years of the Stafford Sheriff's Office from July 2012 through July 2016. The charts compare data year-to-date from January through December of each year. Below are highlights through July. The average reflects comparison of 2012 through 2016.

### *Crime Distribution*

Crime	2016	2015	2014	2013	2012	Average
Property Crime	40.6%	43.9%	49.5%	52.9%	56.3%	48.6%
Narcotics Violations	25.4%	22.1%	17.3%	20.6%	20.5%	21.2%
Fraud Crimes	25.4%	26.6%	26.8%	19.9%	16.9%	23.1%
Crimes Against Persons	8.6%	7.4%	6.4%	6.5%	6.3%	7.1%

The above is a summary for all the crimes reported, YTD

### *Major Crimes Summary*

Crime	2016	2015	2014	2013	2012	Average
All Reported Crimes	7,536	7,859	7,124	6,957	6,844	7264.0
Major Crimes	2,676	2,759	2,746	2,454	2,605	2648.0
% of All Reported Crimes That are Major Crimes	35.5%	35.1%	38.5%	35.3%	38.1%	36.5%

### *Crimes Against Persons*

Crime	2016	2015	2014	2013	2012	Average
Kidnapping/Abduction	16	10	15	16	18	15.0
Robbery	20	14	20	19	22	19.0
Homicide	2	4	1	4	2	2.6
Rape	16	19	10	19	18	16.4
Aggravated Assault	112	87	76	57	61	78.6

### *Crimes Against Property*

Crime	2016	2015	2014	2013	2012	Average
Motor Vehicle Theft	35	35	50	51	61	46.4
Burglary	115	92	111	101	144	112.6
Larceny	936	1,084	1,198	1,147	1,261	1125.2
Fraud/Financial	681	734	736	489	439	615.8

\* Effective January 2016, CAD data relative to nature codes and population were updated to reflect modern practices.





This report summarizes the activities for five years of the Stafford Sheriff's Office from July 2012 through July 2016. The charts compare data year-to-date from January through December of each year. Below are highlights through July. The average reflects comparison of 2012 through 2016.

### Misc

Activity	2016	2015	2014	2013	2012	Average
Crime Rate per 100 Residents	2.85	3.19	3.10	2.86	3.08	3.0
Concealed Weapons Permits and Federal Licenses	1,630	1,235	1,342	2,013	1,065	1457.0
Criminal Arrest	2,951	3,110	3,107	3,681	3,767	3323.2
DUI Arrests	236	292	252	287	269	267.2
Citations	4,919	5,657	5,864	6,229	5,288	5591.4
Deputies Assaulted	22	5	15	10	12	12.8
Calls for Service	39,961	38,357	39,913	38,297	35,368	38379.2

### Animal Control

Activity	2016	2015	2014	2013	2012	Average
Dogs Picked Up	298	261	394	358	444	351.0
Dogs Turned In	239	218	215	255	284	242.2
Dog Adoptions	187	146	164	175	195	173.4
Cats Turned In	533	365	342	498	664	480.4
Cat Adoptions	225	169	131	130	134	157.8
Dogs Euthanized	110	111	127	148	155	130.2
Cats Euthanized	98	203	235	345	426	261.4

### Courts

Activity	2016	2015	2014	2013	2012	Average
Evictions	407	475	527	388	418	443.0
Out-of-State Prisoner Extraditions	73	74	62	46	58	62.6

### Communications

Activity	2016	2015	2014	2013	2012	Average
ECC Call Volume	154,696	170,669	171,578	174,565	180,868	170,475.2
Total Law Enforcement CAD Incidents Processed	74,865	81,464	86,517	86,127	87,346	83,263.8
Total Fire and Rescue CAD Incidents Processed	11,068	10,263	11,545	11,659	14,499	11,806.8
ECC Auxiliary/Support CAD Events - Utility	950	1,190	1,392	1,313	1,240	1,217.0
ECC Auxiliary/Support CAD Events - Animal Control	1,605	1,630	1,899	1,732	1,596	1,692.4
ECC Auxiliary/Support CAD Events - Control Burns	2,546	2,860	2,792	3,146	3,274	2,923.6

\* Effective January 2016, CAD data relative to nature codes and population were updated to reflect modern practices.



July 2016			
Fund	Full-Time Funded Positions	Vacancies	Vacancy Rate
General Government Public Safety	393	20	5.1%
General Government Non Public Safety	347	28	8.1%
General Government Total	740	48	6.5%
Utilities	139	1	0.7%
Capital Projects Fund	3	0	0.0%
Total	882	49	5.6%

Annual Turnover Rate*					
	2015-2016	2014-2015		2015-2016	2014-2015
February - January	13.0%	7.7%	August – July	13.2%	10.1%
March – February	13.1%	7.5%	September – August		10.1%
April – March	13.1%	7.7%	October – September		10.3%
May – April	13.4%	8.3%	November – October		10.6%
June – May	13.7%	9.0%	December – November		10.8%
July – June	14.0%	9.7%	January – December		11.9%

The turnover rate measures the number of separations during a 12 month period/ These separations include voluntary and involuntary terminations. The vacancy rate measures the percent of vacancies compared to the total number of full-time authorized positions.

\*Annual turnover rate includes some turnover from the Landfill



## Human Services

	JULY 2016	JULY 2015	JULY 2014	JULY 2013	JULY 2012	Average
Number of Child Protective Services (CPS) Complaints Investigated	58	49	47	38	44	47.2
Number of Children in Foster Care	28	34	46	52	45	41.0
Number of Children Receiving Child Day Care Assistance	382	380	378	361	301	360.4
Private Day School Placements	20	40	30	34	23	29.4
Public Day School Placements	16	14	20	11	15	15.2
Residential Placements Excluding Foster Care Children	13	9	8	18	17	13.0
Residential Placements Total	16	11	12	19	25	16.6
Number of Families Served by Family Assessment and Planning Team	12	8	4	13	14	10.2
Number of Active/Ongoing Public Assistance	10,037	*10,911	10,044	10,002	9,640	10,126.8
Number of New Applications for Public Assistance	538	530	666	798	686	643.6
Number of Food Stamp Households Served	3,300	3,458	3,962	4,090	3,855	3,733.0
Value of Food Stamp Benefits Issued	1,040,140.00	1,111,241.00	1,203,478.00	1,320,245.00	1,293,223.00	1,193,665.40

\*Corrected Figure after Submission of Last Year's Report



## Public Information Office Newspaper Coverage

DATE	PUBLICATION	HEADLINE
7/1/2016	FLS	Stafford supervisors upset over Anne Moncure Elementary rebuild cost increases
7/1/2016	Stafford Sun	Stafford seeking to fund body cameras for 100 deputies
7/1/2016	Stafford Sun	Sheriff David Decatur runs with the Lions
7/1/2016	FLS	Stafford employees to get one-time paycheck boost
7/3/2016	FLS	Copier contract exposes more missteps in communication in Stafford schools
7/5/2016	WTOP	Stafford Co. sheriff's office requests funding for body cameras
7/5/2016	FLS	I-95 Atlantic Gateway gets \$165 million
7/5/2016	FLS	State wins grant to extend E-ZPass Express Lanes to Fredericksburg
7/5/2016	Stafford Sun	Grant earmarked for easing I-95 bottlenecks
7/11/2016	FLS	High-speed rail proposal draws a crowd, criticism
7/12/2016	Stafford Sun	Final phase of Route 17 widening underway
7/17/2016	FLS	Stafford supervisors weigh new plan for growth
7/17/2016	FLS	Data center brings Internet partnerships, expanded capability to Stafford
7/15/2016	Stafford Sun	Work on mixed-use development underway near Sheetz
7/15/2016	Potomac Local	Work on E-ZPass Express Lanes extension to Fredericksburg begins
7/18/2016	FLS	Olde Forge ice cream social brings together Stafford deputies, residents
7/18/2016	FLS	U.S. 17 bridge repairs to cause overnight lane closures
7/18/2016	Stafford Sun	Stafford sheriff warns of Pokémon GO dangers
7/19/2016	FLS	Stafford leaders toss out proffer guidelines
7/20/2016	FLS	Black Lives Matter protesters demonstrate in Stafford, Fredericksburg
7/20/2016	Stafford Sun	Making a stand at the courthouse
7/22/2016	FLS	Stafford Sheriff's Office hosts Junior Deputies program for middle-schoolers
7/22/2016	FLS	Stafford trims \$6.4 million from Moncure Elementary rebuild deficit



## Public Information Office Newspaper Coverage

DATE	PUBLICATION	HEADLINE
7/24/2016	Stafford Sun	Onville Road traffic will be shifted west to new travel lanes
7/23/2016	Stafford Sun	Junior deputies investigate Stafford sheriff's office
7/23/2016	Stafford Sun	Arkendale rail crossing work to obstruct Widewater traffic
7/25/2016	Potomac Local	Slugs expected to come out of the woodwork when I-66 E-ZPass Lanes open
7/26/2016	FLS	Former Stafford School Board member pleads no contest to embezzlement
7/28/2016	FLS	Schools won't halt raises after state revenue shortfall, but second half of year is uncertain
7/27/2016	Potomac Local	Stafford leaders cry foul over regional tourism efforts



The Citizens Assistance and Volunteer Services Office provides a central in-house resource for customer service and information on County services and complaints. Staff recruits, trains and places volunteers in various departments to assist with a number of tasks.

<b>July 2016</b> <b>Customer Inquiries handled by</b> <b>Citizens Assistance Staff</b>	
Total Number of Inbound Phone Calls	1,470
Live Help Chats*	81
Citizen Tracker Requests Handled via County Website/Mobile App.	11 Website/15 Mobile App.
Citizens Assisted at the Administration Center Desk in Lobby	1,218
Total Number of Visitors to Administration Center	3,937
Citizens Assisted at the Judicial Center Desk in the Courthouse	1090
Total Number of Volunteer Hours**	835.5

\* Live Help allows users to send an e-mail through the County's Web site and receive an immediate response from staff. Of the 81 Live Help requests, 47 were live chats in which the user and staff member exchanged information through instant messaging, and 34 were offline e-mails, which were received outside normal business hours (weekends or evenings) when staff is not online. Responses were provided as soon as possible or as soon as regular business hours resumed.

\*\* This month's volunteer hours equates to a savings of **\$26,736** in full-time staff costs (with benefits. These figures are determined by taking the volunteer rate (\$32.00 with benefits) that is dictated by the state's Bureau of Labor statistics and multiplying that by the total number of hours that are volunteered.

**Year to date hours: 6555**

**Year to date value: \$209,744**



## Information Technology

### Top 20 Most Visited Pages

This report summarizes the website, geographic information system map requests, scanning and project and help desk work orders performed by the IT Department. On this page, website statistics are detailed.

#### How are people looking at our website?

Via Desktop Computer	69%
Via Smartphone	21%
Via Tablet	7%
Unknown	3%

**3 min 0 sec** average visit duration  
**3,949** total searches  
**38,639** total downloads  
**3.1** actions per visit

Page Title	Pageviews
Home Page	45397
Bill Payment	14154
NeoGov	6752
Human Resources	6615
Real Estate	3274
GIS	3248
Utilities	3013
Circuit Court	1738
Water & Sewer	1589
Commissioner of the Revenue	1399
Treasurer	1307
Personal Property	1301
Board of Supervisors	1248
Personal Property Tax	1049
Search and View Taxes Paid	927
Social Services	921
Public Works	848
Assessment Information	847
Applications/Permits	769
Building	684

**Website Visits for July 2016** – This graph details the amount of visits per day to our website.



## Information Technology

The IT Department is responsible for county-wide document management through the OnBase database. Staff scan in documents to make documents available online and to save space by storing documents digitally.

### Project and Help Desk Work Orders Worked On In July 2016

Animal Control	1	0.29%
Board of Supervisors	1	0.29%
Public Works	33	9.73%
Circuit Court	9	2.65%
Commissioner of the Revenue	11	3.24%
Commonwealth's Attorney	8	2.36%
Cooperative Extension	1	0.29%
County Administration	24	7.08%
County Attorney	3	0.88%
Economic Development	10	2.95%
Finance/Budget/Purchasing	19	5.60%
Fire & Rescue	11	3.24%
Courts	1	0.29%
Human Resources	2	0.59%
Information Technology	40	11.80%
Regional Landfill	7	2.06%
Planning and Zoning	20	5.90%
Parks & Rec - Community Facilities	24	7.08%
Recycling	4	1.18%
Schools	5	1.47%
Sheriff	30	8.85%
Social Services	19	5.60%
Treasurer	6	1.77%
Utilities	39	11.50%
Voter Registration	11	3.24%
<b>Totals</b>	<b>339</b>	<b>100%</b>

Documents Scanned	
Circuit Court	0
Commonwealth's Attorney	153
Human Services	33
Planning	1807
Public Works	2425
Purchasing	61
Sheriff	865
Utilities	2051
Victim Witness	124

The IT Department prints maps for internal use and also for citizens.

GIS Map Requests	
Internal/External Map Request	73
Walk-Ins	9
Map Sales	3

